

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Food Delivery Service Coordinator**

**Class Code: 50505**

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### **A. Purpose:**

Monitors the use and investigates improper use of food instruments to ensure that no fraud or abuse exists in the food delivery component of the program administration by Nutrition Services.

### **B. Distinguishing Feature:**

Food Delivery Service Coordinator monitors the use and investigates improper use of WIC (Women, Infant and Children program) vouchers, which are cashed by authorized vendors. The incumbent is responsible for training the vendors and field staff in the use of these vouchers and ensuring compliance with the program guidelines.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)*

1. Monitors use and investigates improper use of WIC vouchers to assure conformance with contract and federal regulations and instituting corrective action as appropriate.
  - a. Visits vendors and local agencies to answer questions regarding use of the vouchers.
  - b. Trains vendors and commodities-distributing organizations to ensure that the federal regulations are understood and followed.
2. Investigates suspected vendor voucher abuse to ensure that abuses do not occur and federal regulations are adhered to.
  - a. Goes to the store and purchases items under cover (compliance buy) with vouchers to see how the vendor reacts.
  - b. Documents findings of the investigation.
3. Processes vendor applications to determine if federal regulations would be met and to protect the health of the participants being served.
  - a. Visits stores that are interested in becoming authorized vendors.
    - i. Determines if the store stocks the correct food and carries sufficient quantities of items.
    - ii. Determines if the store is willing to handle the vouchers and do the banking.
    - iii. Determines if the store is clean.
4. Investigates suspected vendor overcharges and random audits to determine abuse or misunderstanding of power.
  - a. Examines a computer report, which lists vouchers that have been cashed for more than the redeemable amount.
  - b. Determines if overcharge is legitimate, such as price increase.
  - c. Sends an invoice to the vendor requesting repayment if overcharge is not legitimate.
5. Performs other work as assigned.

### **D. Reporting Relationships:**

The incumbent does not typically supervise.

## **E. Challenges and Problems:**

Challenged to identify program abuse because the abuse may have occurred because of a misunderstanding by the vendor of a price change and may not be a deliberate abuse, which would be punishable.

Typical problems include vendor overcharges or minor abuses and problems that originate due to misinformation or lack of understanding of program rules and regulations.

## **F. Decision-making Authority:**

Decisions made include establishing procedures to identify program problems and instituting appropriate corrective action; identifying high risk vendors and conducting compliance buys; selecting number and locations of needed vendors; issuing penalty points against a vendor agreement; determining improper use of WIC vouchers by the vendor; determining training needs of vendors; and selecting and ordering quantities of needed commodities.

Decisions referred include terminating and suspending vendors; questionable food instruments and overcharges and/or abuses; and vendors who request administrative appeal.

## **G. Contact with Others:**

Daily contact with authorized vendors to answer policy questions and discuss program abuse and with other nutritionists reporting vendor abuse and discussing day care food program policies; and weekly contact with local WIC agencies reporting vendor abuse and asking policy questions.

## **H. Working Conditions:**

Required to travel approximately 50 percent of the time to provide training and monitor vendors at the stores throughout the state.

## **I. Knowledge, Skills and Abilities:**

Knowledge of:

- food delivery federal regulations;
- accounting principles;
- office management;
- food delivery systems.

Ability to:

- relate with people of diverse intellect and ability;
- understand and interpret policies and procedures relating to food delivery systems;
- provide consultation and technical assistance with respect to recipient or vendor abuse;
- explain the food delivery systems and provide training;
- research and prepare statistical reports.